

### **IN THE SPECIFICATION:**

A. Replace the paragraph starting on page 15 line 17 with the following paragraph:

As shown in Fig. 3 of the drawings, the functions enumerated above (when used as opposed to when being set up or profiled) are interconnected by the system and are sequential. Specifically, any inquiry concerning policies will cause the system to present, as one of the options, information on a particular agent or agents. Once the agent is identified, in the example shown, an inquiry concerning filing an application may be made. Thus, the option of an Application Data (#2) is selected. The option as to what Coverages are desired (#4) is then selected. The system will then ask the user whether this is an exchange or replacement for an existing policy. The Requirements #6 of the policy will then be examined and, once selected, will be Time Stamped and appropriate Tax Data will be sent to the appropriate state regulatory body. Under communications, (#3), once the application is entered, communications including Notes will be sent to the appropriate People and the appropriate Type of Communication will be sent (memo, letter, bill etc). Again, under Coverages (#4), once the appropriate coverage is selected, the Agent Maintenance function will determine the appropriate agent hierarchy and compensation for the agent(s) and how it is to be paid. Again, the Application Data (#2) is evaluated and sent to Billing Control. If cash is sent with the application to cover the entire cost, then obviously no bill is required. If any additional coverage data is required, that will be entered. If there any policy errors, those will be corrected and, if money is to go to a particular fund, that information will be entered. The appropriate data is then sent to the People function (#5). The People function (#5) receives information, as seen in the left hand column, from insured data. Under the People function, the appropriate addresses and names of the people who need to receive information on this policy are entered and the information is Time Stamped so that if changes are made later, then can be audited. The program and processing functions have been separated into ten logical groups which are displayed as menu items when first entering the system. These include policy administration, agent maintenance, reports, product files, document control, financial systems, activity processor, processor, database displays and the general information. When entering any menu item, subsequent subsystem and program menus are displayed

which allow easy access to any desired function. Windows are inherent in the system and are easily displayed using function keys. Each database file has one or more access codes. Each menu has a two digit code associated with it (and displayed on screen when the menu is accessed), and each access code consists of a concatenation of the two digit codes of the menus passed through to access the database file. A concatenation of the two digit codes of the menus passed through on the way to an intermediate displayed menu appears on screen at the intermediate displayed menu. Each access code provides a pre-sorted index to values in the file. This feature allows the user to easily access data and insures that response time will be consistent regardless of the file size. This feature also allows the user to easily describe to someone else what menu he or she is at and how he or she got to that menu.

B. Replace the paragraph starting on page 8 line 14 with the following paragraph:

While the invention is susceptible of embodiment in many different forms, there are shown the drawings and will herein be described in detail several specific embodiments with the understanding that the invention is not limited thereto except insofar as those who have the disclosure before them are able to make modifications and variations therein without departing from the scope of the invention.

C. Replace the paragraph starting on page 9 line 19 with the following paragraph:

This profiling is performed through menu selections which are illustrated in Figs. 2A, 2B and 2C. Each horizontal row in Figs. 2A, 2B and 2C represents a menu "level". Any particular block, or menu selection, illustrated in Figs. 2A, 2B and 2C can be reached by making an appropriate selection from a connected block at a higher level or horizontal row.

D. Replace the paragraph starting on page 14 line 27 with the following paragraph:

The system has been developed using a relatively new, powerful, commercially available development tool called MAGIC/PC™, which interfaces with data written into btreive™ files (btreive™ is another commercially available product). Various menus described